

21 June 2005

Facilities Engineering

WORK REQUESTS AND SERVICE ORDERS

Summary. This regulation establishes policy and procedures for submitting work requests and service orders.

Applicability. This regulation applies to all personnel and organizations that use the facilities provided, operated, or maintained by U.S. Army Garrison, Fort Huachuca, including off-post range facilities and US Army Reserve Centers.

Supplementation. Supplementation of this regulation is prohibited without prior approval from the Directorate of Public Works, Business and Operations and Integration Division, ATTN: IMSW-HUA-PW.

Suggested improvements. The proponent of this regulation is the Directorate of Public Works, US Army Garrison, Fort Huachuca. Users may send any comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) through channels to Directorate of Public Works, ATTN: IMSW-HUA-PW, Fort Huachuca, AZ 85613-7010.

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*This regulation supersedes FH Regulation 420-6, 19 March 1991.

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1. Purpose.

This regulation prescribes policies and procedures for--

a. Work requests for maintenance, repair, service, installation, fabrication, alteration, extension, addition, and new construction of real property (inherently the DPW mission). Work requests will be submitted on Engineering and Housing Support Center (EHSC) Form 4283-1 (Work Request (Integrated Facilities System) (IFS)) or Department of the Army Form 4283 (Facilities Engineering Work Request), throughout the remainder of this regulation referred to as 4283.

b. Service call requests for minor maintenance and repair.

c. Establishment of priorities for the accomplishment of work.

d. Liaison between the requester and the Directorate of Public Works (DPW).

2. References. Required and related publications and forms are listed in appendix A.

3. Explanation of abbreviations and terms. Abbreviations and terms used in this regulation are explained in the glossary.

4. Responsibilities.

a. Requesting agencies will—

(1) Submit Department of the Army Form 1687 (Notice of Delegation of Authority) to the DPW authorizing a representative to sign the 4283 and ensure all work requests are signed by one of those authorized.

(2) Ensure that all work orders have a complete description and justification of the desired work. The information provided by the customer will be used to determine the appropriate priority for the work order.

(3) Determine construction requirements and submit such requirements to the DPW.

(4) Not perform through self-help, credit card purchase, or separate contract any work that is the responsibility of the DPW without the approval of the DPW.

(5) Submit Department of the Army Form 3161 (Request for Issue or Turn-In) to the DPW for self-help supplies. Self-help work is normally limited to minor maintenance and repair. Available supplies may be limited due to funding restrictions.

(6) Submit requests for maintenance and repair, as required, to maintain facilities under their jurisdiction in a usable condition and to prevent deterioration.

(7) Appoint an organizational coordinator whose responsibility will be to:

(a) Review the 4283 for conformance with the instructions on the back of the form and this regulation.

(b) Maintain liaison with DPW and inform sub-units of DPW work request status.

(8) Refer to the Facilities Engineering Work Request number they have assigned when making inquiries concerning the status of a requirement. Inquiries regarding status of work requests will be made only to the Business Operations and Integration Division, DPW, extension 3-2914/2363.

b. The DPW will —

(1) Review all work requests submitted for completeness. If there is a deficiency in the work request, it will be noted and returned to the requester for correction. After the work request is corrected, it should be re-submitted to DPW.

(2) Accept only work requests which are determined to be the responsibility of the DPW. Work requests which are determined to be the responsibility of other Fort Huachuca agencies will be returned with an explanation noted on the work request (see Appendix B).

(3) Review, in accordance with regulations and engineering standards, those work requests determined to be a valid responsibility of the DPW.

(4) Assign a priority to the work request in accordance with this regulation.

(5) Approve or disapprove the work request as necessary. When a work request is disapproved, a memorandum will be sent to the requesting activity stating the reason for disapproval.

(6) Obtain a cost estimate for work requests in order of assigned priority. The cost estimate will be in accordance with the Engineering Performance Standards (Required Publications, Appendix A).

(7) Ensure work requests are scheduled for accomplishment in order of assigned priority.

(8) Acquire materials required to complete the work through DPW channels. The contractor assigned to accomplish the work will have access to the materials as needed.

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(9) Update records as new information is received concerning the status of a work request. The status of any work request is available by calling the Work Order Desk, building 22422, extension 3-2914/2363.

(10) Notify the requester of any work request canceled by DPW, in writing.

5. Policy and procedures.

a. Reporting responsibility. Any person witnessing an occurrence requiring emergency or urgent response by the DPW work force will report it without delay. Requirements for building maintenance service will be reported to the DPW Service Order Desk by the building custodian.

b. Service order calls. Service orders are limited to 40 labor hours for maintenance and repair, or \$2,000 total cost for new work, and are generally for repair work only. Requirements that may exceed the limits for a service order or new work should be submitted on a 4283.

(1) During regular duty hours (0700-1530), service requests will be made to the Service Order Desk, DPW, building 22422, extension 3-3151/2003. Service order status inquiries should be made to the contractor's work control desk, extension 3-5459.

(2) During non-duty hours, all service requests for emergency or urgent calls (defined in glossary) will be made to extension 3-2623.

c. Work requests.

(1) Emergency work requests may be submitted orally.

(2) All other work requests will be submitted on a 4283 to the DPW Work Order Desk.

(3) All written work requests, except those involving family quarters, will be submitted through and approved by organizational elements listed on the most current Fort Huachuca Station List (FH Pam 10-2), to include tenant activities. Written work requests involving family quarters will be routed through the Chief, Housing Division, ATTN: IMSW-HUA-PWH, building 41415, extension 3-3669, for approval.

(4) All requests that include physical security requirements will be routed by the Work Order Desk, through the Directorate of Emergency Services (DES) Law Enforcement Division, ATTN: IMSW-HUA-ESP, building 31122, extension 3-2447, for approval.

(5) Safety-related requests will be routed by the Work Order Desk, through the Garrison Safety Office, ATTN: IMSW-HUA-SO, building 85105, extension 8-7233, for approval.

(6) All requests that change the exterior of a facility or change the footprint of the post will be routed by the Work Order Desk, through the DPW Master Planning Office, building 22526, extension 3-5529, for approval.

(7) All requests involving the historical area of Post, construction of new facilities, or disturbing the land in any way will be routed by the Work Order Desk, through the DPW Environmental Division, building 22526, extension 3-5215, for approval.

(8) All requests involving force protection issues will be routed by the Work Order Desk, through the Directorate of Plans, Training, Mobilization & Security (DPTMS), ATTN: IMSW-HUA-PL, building 31122, extension 3-6995 for approval.

d. Preparation of work request form.

(1) The 4283 will be prepared in accordance with instructions on the form and submitted to the Work Order Desk, DPW, building 22422.

(2) Work requests that conflict with regulations or established command policies will contain a statement covering such conflict, a request for permission to deviate, and full justification.

6. Priority categories.

a. A priority designation will be assigned to each 4283 by the DPW work order clerk (Appendix C). The priority will be in accordance with the factors listed below.

(1) The Installation Status Report (ISR) Facility Rating from the prior year will be used to assign points to the work request.

(2) The justification as indicated by the requester will be used to assign additional points to the work request.

(a) Safety - As validated by the Post Safety Office.

(b) Mission Failure – If the requested work is not accomplished, the unit will be unable to fulfill its mission.

(c) Force Protection – As validated by DPTMS.

(d) Security – As validated by the Post Security Office.

(e) Environmental – As validated by the Environmental and Natural Resources Division of the DPW.

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(f) Quality of Life – The requested work must improve the quality of life of at least a company size unit.

(3) The service code is based on the baseline services provided by the DPW. Each facility is assigned a construction category code when it is built. A complete listing with descriptions of construction category codes is in AR 415-28. The construction category code of each facility is also included in the Integrated Facilities System (IFS) Space Utilization Report. Each of the construction category codes is associated with a baseline service. Points are assigned based on the mission of the facility (Appendix D).

(4) Leader points may be assigned by the Director, Public Works or his/her designated representative, based on information provided by the Command or the customer.

b. The priority system described herein will be utilized by the DPW when allocating resources in each of the following work centers:

- (1) Work Order Section.
- (2) Estimating Personnel.
- (3) Supply and Service Branch.
- (4) All DPW Contractor Maintenance Shops.

c. The priority assigned to each Facilities Engineering Work Request will be listed on the IFS Work Request which is distributed to requesters monthly.

Appendix A
References

Section I
Required Publications

AR 1-1
Planning, Programming, Budgeting, and Execution System

AR 70-6
Management of the Research, Development, Test, and Evaluation, Army Appropriation

AR 200-1
Environmental Protection and Enhancement

AR 200-2
Environmental Effects of Army Actions (paragraph 7-1b)

AR 200-3
National Resources—Land, Forest, and Wildlife Management

AR 200-4
Cultural Resources Management

AR 210-20
Real Property Master Planning For Army Installations

AR 210-50
Housing Management

AR 420-10
Management of Installation Directorates of Public Works

AR 700-90
Army Industrial Base Process

DA Pamphlet 420-6
Directorate of Public Works Resource Management System

DFAS-IN 37-1
Finance and Accounting Policy Implementation

FH Reg 420-6

FH Pamphlet 10-2

Station List

FH Regulation 420-11

Signs and Pavement and Traffic Control Devices

Section II

Related Publications

AR 5-20

Commercial Activities Program

AR 11-27

Army Energy Program

AR 25-1

Army Knowledge Management and Information Technology Management

AR 385-10

The Army Safety Program

AR 415-15

Army Military Construction Program Development and Execution

AR 415-28

Real Property Category Codes

AR 420-41

Acquisition and Sales of Utilities Services

AR 420-49

Utility Services

AR 420-70

Buildings and Structures

AR 420-72

Transportation Infrastructure and Dams

AR 735-5

Policies and Procedures for Property Accountability

Section III
Required Forms

DA Form 1687

Notice of Delegation of Authority – Receipt for Supplies

DA Form 3161

Request for Issue or Turn-In

DA Form 4283

Facilities Engineering Work Request

EHSC 4283-1

Work Request (IFS)

Appendix B

Commonly Requested Work which is not DPW's Responsibility

B-1. Maintenance, repair, installation, and relocation of outdoor recreation equipment, including markings and scoreboards are MWR responsibilities (AR 420-70, paragraph 2-6c).

B-2. Installation and maintenance of locks and locking devices which are not an integral part of a facility are Directorate of Logistics (DOL) responsibilities (AR 420-70, paragraph 2-7e).

B-3. Machinery and equipment for manufacturing, processing, and other similar activities are classified as Installed Building Equipment (IBE) or Equipment in Place (EIP) and are the responsibility of the using activity (AR 420-70, paragraph 2-7f).

B-4. Factory finished partitions and modular office furniture are EIP and are the responsibility of the user. Installation, removal, and required utility work will be coordinated with the DPW (AR 420-70, paragraph 2-7g).

B-5. Construction of shelving, counters, bins, or similar items which are available through normal supply channels or are freestanding (AR 415-15, paragraph H-3).

B-6. Construction, supply, maintenance, or repair of bulletin boards, blackboards, display cases, or map boards used as training aids (AR 415-15, paragraphs H-3).

B-7. Construction, maintenance, and repair of any type of furniture (AR 415-15, paragraph H-3).

B-8. Construction, maintenance, and repair of training aids, such as classroom equipment, sand tables, benches, and mockups (AR 415-15, paragraph H-3).

B-9. Construction, supply or maintenance and repair of portable outdoor equipment, bleachers, or pregame grooming facilities and erecting and dismantling of portable bleachers (AR 415-15, paragraph H-2).

B-10. Supply, installation, maintenance, or repair of locking devices on furniture or similar items which are not an integral part of the building (AR 420-70, paragraph 2-7E).

B-11. Policy for construction, maintenance, or repair of morale, welfare, and recreational (MWR) facilities will be IAW AR 415-19 and 215-1. The DPW will provide technical approval for projects funded by non-appropriated fund instrumentalities (AR 420-70, paragraph 2-6a and 2-6b).

*Although not DPW responsibilities, these types of work may be done by DPW personnel subject to the availability of man-hours and reimbursement to the DPW of the total project cost. Or the DPW can provide the materials required for self-help jobs on a reimbursable basis.

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Appendix C Priority Designation

	POINTS Available
ISR Facility Rating (25 possible)	
Red	25
Amber	15
Green	5

Justification (25 possible)

Safety Risk Assessment Code (RAC) I	25
Safety RAC II	15
Mission Failure	10
Force Protection/Security	9
Environmental	8
Quality of Life (unit or higher)	5
Safety RAC III	5

	POINTS
Service (15 possible)	
44 Heat/Cool Services	15
45 Water Services	15
46 Wastewater Service	15
47 Electrical Services	15
48 Other utilities	15
37 UPH/DFAC	10
31 Training and Operations	10
Emergency Services	10
36 AFH	10
39 MEDDAC	10
32 Maintenance and Production	8
33 RDT&E	8
34 Supply	8
35 ADMIN	8
38 COMMUNITY	7
42 Other buildings	6
43 Surfaced Areas	5
40 Improved grounds	4
41 Unimproved grounds	4

LEADER POINTS ASSIGNED (25 possible)

1 to 25

Appendix D

Construction Categories

FCG	FCG Description
Training and Operations, Service 31	
Airfield Surfaces	
F11110	F/W Runways
F11210	F/W Taxiways
F11310	F/W Aircraft Parking
F11320	R/W Aircraft Parking
F11330	Aircraft Maintenance Aprons
F11350	Aircraft Holding Aprons
F11370	Aircraft Wash Aprons
F11380	Aircraft Loading Aprons
F11610	Aircraft Swing Bases
F13300	Air Nav Aids Buildings
Military Unit Operations	
F14110	Airfield Opns Buildings
F14114	CIDC Facility
F14129	Training Aids Spt Center
Training Facilities	
F17115	Band Training Facility
F17119	Organizational Classroom
F17120	Gen Instruct Buildings
F17134	Aircraft Maintenance Instruct
F17136	Automation-Aided Instruct
F17138	Limited Use Instruct
Training Ranges	
F17200	SIMULATOR FACS
F17720	MAN/TNG LAND HV
F17730	Impact Areas
F17804	Record Fire Ranges
F17821	Pistol Qual Courses
F17831	Machine Gun Qual Ranges
F17852	Mortar Ranges
F17855	Artillery Direct Ranges
F17863	Tank Stationary Gun Ranges
F17864	Multi-Purpose Training Ranges
F17883	Grenade Ranges Live
F17884	Grenade Launcher Ranges
F17894	Infantry Battle Courses

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Maintenance and Production, Service 32

Maintenance Facilities

F14962	Central Wash Facility
F21110	Aircraft Maintenance Facility
F21409	Army Reserve Maintenance Facility
F21410	Vehicle Maintenance Shops
F21885	Vehicle Maintenance DOL/ DEH /DPW
F21900	Maintenance, Inst'l Rpr & Ops
F31700	Comm - Elect RDT&E Facility

RDT&E, Service 33

F39000	RDT&E Facility Other Than Bldg
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Supply, Service 34

Supply Facilities

Fuel Facility/storage

F12300	Land Vehicle Fueling Facility
F12410	Aircraft Fuel Storage
F12450	Land Vehicle Fuel Storage
F41100	Bulk Liquid Fuel Storage
F42200	Inst Ammo Storage
F44210	Inst Enclosed Storage
F44215	Installation Covered Storage
F44228	Inst Hazardous Storage
F44262	Vehicle Storage

ADMIN, Service 35

F60000	Administrative Facility
F13115	Information Sys Facility
F14182	Brigade HQ Bldgs
F14183	Battalion HQ Bldgs
F14185	Company HQ Bldgs

AFH, Service 36

F7110F	Family Housing
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UPH/DFAC, Service 37

F7210P	Enlisted UPH
F7212P	Transient UPH Facility
F7213P	UPH, ENL STU SP
F72200	UPH Dining Facility
F72360	DET MISC FACS
F7240P	Officer UPH
F7241P	UPH OFF TRAN SP

COMMUNITY, Service 38

Emergency Services

F73010 Fire and Rescue Facility

F73016 Police / MP Station

Community Support

F73017 Religious Facility

F73028 Drug Counseling Facility

F73030 Laundry / Dry Cleaning Facility

F73073 Postal Facility

F74010 GP Auditoriums

F74011 Bowling Facility

F74012 Eating Facility Not PX Managed

F74014 Child Dev Centers

F74021 Commissaries

F74022 Non-Auto Skill Center Facility

F74024 Auto Skill Centers

F74025 ACES Facility

F74028 Fitness Facility

F74033 Community Service Centers

F7403P Guest House Facility

F74041 Library Facility

F74046 Open Dining Facility

F74051 Exchange Eating Facility

F74052 Exchange Service Stations

F74053 Exchange Retail Facility

F74065 Recreation Centers

F74066 Youth Sport Facility

F75011 Court Areas

F75018 Gen Purpose Playgrounds

F75020 Baseball Fields

F75021 Softball Fields

F75022 Football / Soccer Fields

F75027 Running Tracks

F75030 Outdoor Pools

F75040 Golf Courses

MEDDAC, Service 39

F53040 Veterinary Facility

F53060 Medical Warehouses

F54000 Dental Facility

F55000 Dispensaries and Clinics

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Improved grounds, Service 40

Unimproved grounds, Service 41

Other buildings, Service 42

Surfaced Areas, Service 43

F85100	Surfaced Roads
F85120	Vehicle Bridges
F85210	Organizational Parking
F85215	Non-Organizational Parking
F85710	TA RDS SURFACED

Heat/Cool Services, Service 44

F82100	Heat Source
F82200	Heat Distribution Lines
F82400	Gas Transmission Lines
F82600	Refrigeration and AC Facility
F82710	Chilled Water Lines

Water Services, Service 45

F84130	Water Source - Potable
F84150	Chlorinator Facility
F84200	Water Dist - Potable
F84410	Water Source – Non-Potable
F84500	Water Dist – Non-Potable
F84600	Water Storage - Potable
F84700	Water Storage – Non-Potable

Wastewater Service, Service 46

F83112	Sec Waste Water Treatment
F83113	Advanced Waste Water Treatment
F83200	Wastewater Collection Sys

Electrical Services, Service 47

F81100	Electric Power Source
F81200	Electric Power Lines
F81300	Electric Power Substations

Other utilities, Service 48

Glossary

Section I Abbreviations

AR
Army Regulation

DA
Department of the Army

DOL
Directorate of Logistics

DPTMS
Directorate of Plans, Training, Mobilization and Security

DPW
Directorate of Public Works

IFS
Integrated Facilities System

ISR
Installation Status Report

RAC
Risk Assessment Code

Section II Terms

Addition/Expansion/Extension
An increase to a real property facility which adds to the external dimension.

Alteration
Change to interior or exterior facility arrangements to improve use of the facility for its current purpose. This includes installed equipment made a part of the existing facility. Additions, expansions, and extensions are not alterations.

Construction
The installation or erection of a new facility, the replacement of a facility, or the relocation of a facility.

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Emergency

A situation requiring immediate action to ensure safety, protect health, prevent breaches of security, prevent damage to property, or prevent delay of a major mission activity.

Equipment in Place

Personal property consisting of capital equipment and other equipment of a moveable nature which is affixed to real property. Such equipment can be removed without reducing the usefulness of the facility. Examples of Equipment in Place include shop equipment, uninterrupted power supplies, computer equipment, and air conditioners used primarily to support computer equipment. Maintenance, repair, and replacement of Equipment in Place are the responsibility of the using authority.

Installation Status Report (ISR) Facility Rating (Received Prior Year)

Red - 25
Amber - 15
Green - 5

Installed Building Equipment

Installed building equipment (IBE) includes items of real property affixed to or built into a facility which becomes an integral part of the facility. This includes fixed heating, ventilating, and air conditioning systems; electrical distribution systems; plumbing systems and fixtures; fire alarm and sprinkler systems; elevator and escalators; built-in furniture; exit signs; venetian blinds; etc. This does not include movable furnishings such as desks, chairs, and tables; machine tools and shop equipment; information systems equipment; research equipment; or scientific testing and measuring equipment, for example. Installed Building Equipment is the responsibility of the DPW.

Maintenance

Work required to preserve and maintain a Real Property Facility in such condition that it may be used effectively for its designated functional purpose.

Repair

The restoration of a real property facility or components to a condition where they may be used effectively for its designated functional purpose.

Requesting Agency

Any activity that has been assigned a requester identification and has a valid signature card with the DPW.

Routine

A situation not classified as emergency or urgent.

Self-Help Work

Minor maintenance, such as repairing or replacing leaky faucets, replacing light bulbs (incandescent and fluorescent), spot painting offices, patching holes in the walls, etc.

Service Order

The request for minor maintenance and repair work. Service orders are limited to 40 hours of labor for maintenance and repair or \$2,000 total cost for new work. Requirements for new work should be submitted on a Facilities Engineering Work Request.

Urgent

A situation requiring action to ensure that planned and scheduled work is accomplished before a given deadline to forestall results disadvantageous to the Government or to relieve significant discomfort.

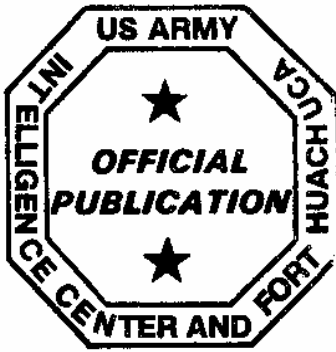
Work Request

A Facilities Engineering Work Request used to submit requests for new work or requests for maintenance and repair that will exceed the 40 hour limitation set for service orders.

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(IMSW-HUA-PW)

FOR THE COMMANDER:



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